

IN THE CLAIMS:

We claim:

1-12 (Cancelled)

13. (Currently Amended) A computer implemented method for providing information relating to service activity for a plurality of building sites:

providing a web portal comprising a database, and storing service related information about a plurality of building sites in said database, said web portable capable of being operatively connected to one or more clients;

receiving at said web portal a request for information about the status of service activity for one or more building sites from one or more clients ~~for service activity information relating to a plurality of building sites;~~

determining at said customer web portal a plurality of service activities that are implicated by said request;

~~transmitting~~ communicating from said web portal information implicated by said request such that said information is capable of being on a client display.

14. (Currently Amended) The method according to claim 13, further comprising receiving a request from a client to display further information about an individual service activity, and ~~transmitting~~ communicating said further information such that said information is capable of being displayed on a client display.

15. (Previously Presented) The method according to claim 13, wherein said service activity information further comprises information relating to the type of service activity being provided.

16. (Previously Presented) The method according to claim 13, wherein said service activity information further comprises information about the type of system a service activity is being provided for.

17. (Cancelled)

18. (Previously Presented) The method according to claim 13, wherein service activity information further comprises information about the call type of a service activity.

19. (Previously Presented) The method according to claim 13, wherein service activity information further comprises information about a plurality of sites in which service activity is being performed

20. (Currently Amended) The method according to claim 13, further comprising receiving a request from a client to obtain further information about an individual building site and ~~transmitting~~ communicating said further information about an individual building site such that said information is capable of being displayed on a client display.

21. (Currently Amended) The method according to claim 13, further comprising receiving a request from a client for information about an individual service order, and ~~transmitting~~ communicating said individual service order information such that said individual service order information is capable of being displayed on a client display.

22. (Currently Amended) The method according to claim 13, wherein said ~~transmitted~~ communicated service related information is organized by site.

23. (Currently Amended) The method according to claim 13, wherein said ~~transmitted~~ communicated service related information is organized by system.

24. (Currently Amended) The method according to claim 13, wherein said ~~transmitted~~ communicated service related information is organized by type of service.

25. (Currently Amended) A system for providing information relating to service activity for a plurality of building sites comprising:
a web portal comprising a database for storing service activity for a plurality of building sites, said web portal capable of being connected to a plurality of clients and for receiving at said web portal a request for information about the status of service activity for one or more building sites from one or more clients ~~for service activity information relating to a plurality of building sites~~; said web portal capable of determining a plurality of service activities that are implicated by said request, said web portal capable of ~~transmitting~~ communicating said service activity information implicated by said request such that said service activity information is capable of being displayed on a client display.

26. (Currently Amended) The system according to claim 25, wherein said web portal is capable of receiving a request for further information about an individual service activity and is capable of ~~transmitting~~ communicating said further information such that said information is capable of being displayed on a client display.

27. (Currently Amended) The system according to claim 25, wherein the service activity information ~~transmitted~~ communicating by said web portal further comprises information relating to the type of service activity being provided.

28. (Currently Amended) The system according to claim 25, wherein said service activity information ~~transmitted~~ communicated by said web portal further comprises information about the type of system a service activity is being provided for.

29. (Cancelled)

30. (Currently Amended) The system according to claim 25, wherein service activity information ~~transmitted~~ communicated by said web portal further comprises information about the call type of a service activity.

31. (Currently Amended) The method according to claim 25, wherein service activity information ~~transmitted~~ communicated by said web portal further comprises information about a plurality of sites in which service activity is being performed

32. (Currently Amended) The method according to claim 25, wherein said web portal is capable of receiving a request from a client to obtain further information about an individual building site and is capable of ~~transmitting~~ communicating said further information about an individual building site such that said information is capable of being displayed on a client display.

33. (Currently Amended) The system according to claim 25, wherein said web portal is capable of receiving a request from a client for information about an individual service order, and ~~transmitting~~ communicating said individual service order information such that said individual service order information is capable of being displayed on a client display.

34. (Currently Amended) The system according to claim 25, wherein said service related information ~~transmitted~~ communicated by said web portal is organized by site.

35. (Currently Amended) The method according to claim 25, wherein said service related information ~~transmitted~~ communicated by said web portal is organized by system.

36. (Currently Amended) The method according to claim 25, wherein said service related information ~~transmitted~~ communicated by said web portal is organized by type of service.

37 (New) The method according to claim 18, wherein the call type is preventative maintenance.

38 (New) The method according to claim 18, wherein the call type is corrective maintenance.

39 (New) The system according to claim 30, wherein the call type is preventative maintenance.

40. (New) The system according to claim 30, wherein the call type is corrective maintenance.

41. (New) The method according to claim 16, wherein the system is selected from the group comprising HVAC systems, mechanical systems, fire safety systems and security systems.

42. (New) The system according to claim 28, wherein the system is selected from the group comprising HVAC systems, mechanical systems, fire safety systems and security systems.